



COVID-19 Emergency Operations Center

SOP No: MS-102

Date of Last Revision: 05/21/2020

Standard Operating Procedure Site Cleaning

Subject: Site Cleaning Procedures for Medical Sheltering Sites

1. Introduction

The purpose of this Standard Operating Procedure (SOP) is to provide guidance to Medical Shelter Site Management on the process of managing and requesting cleaning/custodial services for Cold, Warm, and Hot zones at medical sheltering sites.

2. Points of Contact

All Medical Sheltering Sites, except where listed

Derek Smith (Primary)
Dedicated Building Services, LLC
Cell: (818) 614-6496
Email:
dsmith@dedicatedservicesusa.com

David L. Murphy Sobering Center
All cleaning/custodial handled in-house

All Medical Sheltering Sites, except where listed

Ivonne George (Secondary)
Dedicated Building Services, LLC
Cell: (818) 614-8483
Email:
igearge@dedicatedservicesusa.com

Martin Luther King COVID+ Congregate Site
All cleaning/custodial handled in-house

Christie Carr (County ISD)
Purchasing and Contracting Services
Office: (323) 267-3101
Cell: (562) 419-4490
ccarr@isd.lacounty.gov

3. Procedures

- Service Set Up
 - In order to establish cleaning/custodial services at a medical shelter site, the County must follow the established County procurement process. This may include completing a statement of work (SOW), pre-bid conference call with interested vendors, vendor site walkthrough, and final bid submission. County ISD (see contact above) has historically been responsible for coordinating the abovementioned steps; however, this task may be handled by the procurement section of other County departments, as well.
 - Medical Shelter Site Management personnel shall reach out to County ISD (or identified alternate) to initiate this process once a medical shelter site is identified and site preparations are underway.

Note: Site Set-Up or Site Logistics Team, in consultation with relevant public safety and medical care providers, will develop the site safety plan for each individual site; this plan will include all areas designated as Cold, Warm, and Hot zones.

- Ongoing Service
 - All Medical Shelter sites have secured cleaning/custodial services, but may differ slightly in their implementation strategy from site to site.
 - The Mayfair Hotel's Cold zone cleaning/custodial is serviced by hotel staff.
 - The David L. Murphy Sobering Center and Martin Luther King COVID+ Congregate Site has all cleaning/custodial serviced in-house.
 - At all Dedicated Building Services, LLC (DEDICATED) serviced medical shelter sites, Cold zone cleanings occur on a daily basis, unless otherwise modified by Medical Shelter Site Management.
 - At all DEDICATED serviced medical shelter sites, Warm zone cleanings occur on an as needed basis, unless otherwise modified by Medical Shelter Site Management.
 - At all DEDICATED serviced medical shelter sites, Hot zone cleanings occur on an as needed basis, unless otherwise modified by Medical Shelter Site Management.

- At all DEDICATED serviced medical shelter sites, cleaning vendor utilizes provided linens to make the beds once cleaning of a room is complete.
- To request cleaning/custodial services from DEDICATED beyond those that are scheduled to occur on a daily basis, Medical Shelter Site Management should submit a request to the appropriate Custodial Contractor at least 48 hours in advance and provide the following information:
 - Total number of rooms / hallways / staff or common areas that require service
 - Listing of all room number(s) that need cleaning
 - ◇ Include number beds and type of beds in each room
 - Type of cleaning for each room / hallway / staff or common area
 - ◇ Cold zone = Standard cleaning
 - ◇ Warm zone = Enhanced cleaning
 - ◇ Hot zone = Deep cleaning

Note 1: When possible, a room should be vacated for at least 1 day (24 hours) before any cleaning occurs.

Note 2: If a room housed a COVID-negative client, Standard cleaning (Cold zone) is appropriate.

Note 3: If a room housed a COVID-positive or -unknown client and has been vacant for less than seven (7) days, Deep cleaning (Hot zone) is required.

Note 4: If a room has been vacant for more than seven (7) days, Deep cleaning (Hot zone) is not required, regardless of client status.

4. Additional Service Considerations for Site Management

- Pre-Cleaning Preparation:
 - Linens - Set-aside or provide location of clean linens and towels for each room being cleaned. Linens include blankets, pillowcases, flat sheets, and towels.
 - Laundry Bags - Set-aside or provide location of appropriate laundry bags for all dirty linens and towels for each room being cleaned (reference Linen/Laundry SOP).
 - Bio-waste Bags - If applicable, set-aside or provide location of bio-waste bags for Deep cleanings.
- Day of Procedures:

- When cleaning staff arrives onsite, Site Management will:
 - Review types of cleanings (Standard, Enhanced, or Deep) for all rooms / hallways / staff or common areas that need to be cleaned.
 - Provide location of clean linens, laundry bags, and/or carts.
 - If applicable, provide location of bio-waste bags for Deep cleanings.
- Walkthrough Procedures: After rooms are cleaned and disinfected, the motel/hotel rooms are safe to enter (note: hallway accessibility varies by site and may remain as a Warm zone even after cleaning). Once cleaning has been completed, a designated site staff member (trained and wearing appropriate PPE) shall:
 - Conduct a walk through with cleaning staff, or follow established process of room inspection at site.
 - Check to ensure all services were completed to the satisfaction of the designated site staff.
 - Identify issues (e.g., trash remaining, hair on floor, fingerprints on windows, dirty floors, insufficient toilet paper, trash liner, and soap not restocked, etc.) and notify cleaning staff of any observed deficiencies.
 - After the walkthrough is complete, check that plumbing, air conditioning, lights, light switches, appliances, television, etc. are properly operational in each of the cleaned rooms.
 - Update the SharePoint Unit Availability Tracking Sheet and change the Room Status to "Ready."
 - Notify medical staff of room status.

5. Damage to Site and Other Issues

- During room cleaning, the Custodial Contractor may note broken or flickering lights/switches or appliances, damp patches on walls/floors, malfunctioning air conditioning, plumbing issues/clogged toilets, etc.
- If any room is unusable, inform appropriate staff and update Unit Availability Tracking Sheet.
- The Site Management will immediately report any broken items or damage to their Emergency Operations Center (EOC) (or designated entity) contact(s). A County of Los Angeles Report of Injury/Property Damage Temporary Emergency Housing Form (see Incident Reporting SOP) should be completed and sent to EOC contact (or designated entity) as soon as possible.

6. References

- SharePoint tracking sheets “Unit Availability” and “Services Tracker”
- County of Los Angeles Report of Injury/Property Damage Temporary Emergency Housing Form
- CDC Guidelines: <https://www.cdc.gov/coronavirus/2019-ncov/community/disinfecting-building-facility.html>
- Custodial Contractor Website: www.dedicatedservicesusa.com